

**Assisted Living Registry
Substantiated Complaint Information**

Name of Residence: The Cascades

Address: 45586 McIntosh Drive, Chilliwack, BC V2P 7W8

Legal entity of Residence: Sienna-Baltic (Cascades) Inc.

Provider of Prescribed Services: By the operator

Date of complaint investigation: January 2, 2019

1st Web Posting Update: May 30, 2019

All findings are assigned a determination based on the following definitions:

- **In compliance:** meets the requirements of the Assisted Living Registrar's provincial health and safety standards and policies
- **Not fully compliant:** missing required elements for full compliance
- **Not in compliance:** no evidence of meeting the standards and policies

Findings		At complaint	At web posting
Standard #1: Registrants must provide a safe, secure and sanitary environment for residents.			
<i>1.2 Building Maintenance</i>			
1.2.1	Registrants must maintain buildings and grounds in a good state of repair and a safe and sanitary condition and in compliance with the requirements of applicable legislation, regulations, bylaws and codes. Actions taken since complaint: Bed Bug Identification and Management and Decision Grid for Bed Bug Management policies dated September 2016 forwarded to the Assisted Living Registry.	Not in compliance	Not fully compliant
<i>1.7 Resident abuse, neglect and self-neglect</i>			
1.7.1	Registrants must protect residents from abuse and neglect by: (a) responding promptly and effectively to allegations of abuse or neglect, (b) complying with the requirements of the <i>Criminal Records Review Act</i> , and (c) by conducting personal background checks on volunteers or getting the volunteer's authorization to do a police or RCMP criminal record check. Actions taken since complaint: Residents were moved January 2, 2019 to suites on the third floor.	Not in compliance	Not in compliance

Standard #3 – Registrant must ensure sufficient staff are available to meet the service needs of residents and that staff has the knowledge and ability to perform their assigned tasks.			
3.1 Management			
3.1.1	<p>Registrants must ensure site management is effective and appropriate for the resident population.</p> <p>Actions taken since complaint: Residents were moved January 2, 2019 to vacant suites on the third floor.</p>	Not in Compliance	Not in compliance
3.2 Staffing levels			
3.2.1	<p>Registrants must ensure staffing levels are sufficient to meet the hospitality service needs of residents and deliver the personal assistance services offered.</p> <p>Actions taken since complaint: Residents were moved January 2, 2019 to vacant suites, allowing scheduled services to be provided.</p>	Not in compliance	In compliance

3.3 Staff qualifications and ongoing training			
3.3.2	<p>Registrants must provide staff orientation and ongoing training to develop and maintain staff knowledge and skills.</p> <p>Actions taken since complaint: Director communicated with Management, Care staff and LPN's the treatment methods/plan to address the bed bug infestation.</p>	Not in compliance	Not fully compliant